User Testing with Prototypes

## 

## HYPOTHESIS

* If students are shown an easy way to breakdown and manage their assignments then they will be more engaged and less likely to procrastinate.
* Creative-based students are more willing to use this solution more than non-creatives.

## TESTING

* First we asked some background questions to gauge their fit with our target user
* We explained to the user the idea behind our prototypes
* We had them test all 3 or 4 prototypes altogether
* We observed their task-based interactions

## FINDINGS

* We were wrong…kind of
* Overall, users tended to like certain features from our prototypes, as opposed to our products as a whole
* We need to reevaluate our approach to this problem - this may be a case of people saying they want something, but inherently needing a different solution
* Our current prototypes, particularly the ones focused on breaking down assignments, seemed to be better received when asked if it would help users learn a certain skill on their own time, as opposed to helping them finish a homework assignment (more of a lynda.com rather than a homework helper)
* Visualizing progress was a feature that users suggested and liked across the board
* Scheduling is helpful, breaking down assignments, on the other hand, got a mixed response - some users liked the ability, though they felt they wouldn’t necessarily use it.
* We should consider solutions for left-brained and right-brained (creative) students/users and brainstorm ways to combine them into a solution.
* We may need to talk to professional Psychologists about the notion of procrastination and left/right-brain dichotomies
  + and also read more research.
* We may also benefit from further interviews now that we have a more nuanced idea of what users need and, more importantly, what they *don’t* need/want
* We may have an interesting solution if we combine both kinds of prototypes (psychological priming and assignment breakdown and management)

Sandra’s Prototype

* Simple and easy to follow; very intuitive
* The steps don’t seem necessary or suited for assignments
* People often ignore clicking the slides and videos
* Lack a dashboard to show all break down parts at first
* For some students, it’s kind of cheating for breaking down assignment through other tool because it is a critical ability

Sriya’s Prototype

* Scheduling is the right direction to go in
* The breakdown feature probably won’t be helpful in the long run
* By creating so much work before users can even start their work is a turnoff to users and defeats the purpose
* The breakdown process itself isn’t really complimentary to the way users breakdown assignments for themselves or the things their assignments require

Marcos’ Prototype

* The prototype is lack of a clear flow; some users able to figure out how to use it and what are the functions while some still confused
* Most CS students think breaking down is one of learning process and is a critical skill
* Some CS students are willing to use this with large complex project, especially those that they don’t know how to get start with
* People do sometimes get stuck and don’t know how to get started
* The solution doesn’t help people who don’t use electronic tool to help managing their schedule
* Don’t have reschedule function
* The estimate time is useful that gives user an idea of how much time required
* Most functions are useful such as, overall class progress, slide calendar, comments
* Users like the personal progress and overall class progress. They think that is useful especially when seeing most of people have completed.
* The breakdown is a little bit complex.
* Overall, this is a product with some potential customer but still need to be refined

Donovan’s Prototype

* Review systems may not be useful after students discover where they like to study (such as after the first three weeks of class)
* Some would use the reviews to find a study based on what/where isn’t popular
* Camera/location discovery system would be perfect during “crunch time”
* The location discovery tool can be condensed into one dynamic screen/panel
* Some users are concerned about the login process and metadata
* More visualizations would have added to interactivity
* Some users would use to organize group meetings for projects with students

## USER TESTS VINCENT LIN

Graduate student of Computer Science

Doesn’t use digital calendar to keep schedule

Sandra’s

* Really simple and straightforward with clear flow, fits for elementary school students.

Sriya’s

* Confused by why uploading file in the new assignment page.
* Doesn’t know what current projects page is doing.
* Doesn’t want to see the progress of each classmates because sometimes cause negative pressure, but overall progress of the class helps.

Marcos’

* Couldn’t find how to add a new assignment.
* Thought the overall progress 60% is personal progress at first.
* Think would be better if showing the left hours of each step.

*Overall thoughts of this idea*

* This is not a good solution for college or graduate student because students should learn how to schedule his/her own time and deal with a totally new task their own, no one’s going to do this for you in the future after school. However, this may be beneficial to elementary and high school students.

Donovan’s

* Like this idea and willing to use this.
* Couldn’t figure out how to start in the first page.
* Should add a search bar in the first page.
* The review really helps because when looking for a place to study, people really would like to find a place suitable for them.
* Suggestion: add reservation, share to friends (invites friends come to study together), send message to a friend.

## AYANNA SEALS

1ST SEMESTER IDM GRAD STUDENT

Sandra’s

* missed the scroll down for the chart (login home page); confused about the chart
* didn’t notice the review class slides work (didn’t know it could be clickable)
* better to have this as a mobile app since it could be put aside while working
* show task lists, check when finish
* step 4 page - confused by cumulative time. Hope it would show the break down tasks
* don’t use lightbox for slides and videos; use a slider instead
* suggest to have a timer so user could set how long to work and rest (work/rest periods)

Sriya’s

* the first page is good; change new assignment to add a new assignment
* don’t know why they would upload a file (but guessed it right)
* don’t use underline for due dates and assignment name; makes her think it’s changeable
* current projects page is confusing (why not do it automatically)
* don’t want to see the progress of each individual; feels stressful; would like to see the whole class’s progress
* thinking everything in the same page like a dashboard

Marcos’

* the progress of the whole class and personal is confusing (should label them)
* don’t like the estimated time
* thinks it’s too much planning for assignment
* 6/10 intuitive
* she doesn’t plan too much on assignments (paper based)

## SAM CHENG

Graduate student of IDM

Sandra’s

* Slides page: Don’t want to click the slide icon. Need to add arrows to browse all slides.
* Textbook page: Add electronic version of textbooks.
* Maybe add recording videos of the lecture.

Sriya’s

* Show working on assignment on every pages.
* Seeing other’s progress is good. Need to add the function whether to show your progress or not.
* Not only the percentage but also which parts you’ve completed.
* Assignments can be scheduled to personal calendar.
* Add chat with your classmates function.

Marcos’

* Comments are confusing.
* Want to schedule assignment by himself. Dragging each part to the calendar is enough.
* Show the percentage completed and add current status.
* Add homepage button.
* One page has too much information to read. Taking long time to figure out what it is.
* Adding links to break down items.
* Make dashboard easier to read.

## Eddie Tseng

Graduate student of Computer Science

Keeps the deadlines in the Apple calendar

Thinks this idea works for the large project but not small assignments

Marcos’

* This idea helps for assignments that don’t have idea on how to get started.
* Have some difficulty in finding where to start/add a new assignment.
* Do understand all the functions and items in the first page, but couldn’t identify the personal progress and overall progress at the first sight.
* Couldn’t find how to start a new assignment.
* Think the estimate time doesn’t really help because it varies to everyone.
* The personal progress which shows which step is currently in is clear but didn’t know could click to go back.
* The progress of all class doesn’t help because he usually done the work before other classmates.
* Could find both comments from other and give comments to other.
* Like the due date, number of dates to due date.
* Should make the middle part more clear since it’s the most important part.
* Doesn’t think the linear progress bar helps because may jump over the steps.
* The check finish is not obvious enough.
* Submit and share are too close, user may click the wrong one.
* Should provide resubmit function.
* The breakdown is not flexible/customized enough.
* The fixed schedule sometimes not really useful because people may extend the time on working on something if they feel like they are in the status.
* Couldn’ t find how to reschedule the inprogress assignment. (sometimes schedule changes, need to to something else first, so would like to reschedule and redo everything.)
* Doesn’t care about the logout screen because normally close the window after logout. But a mobile reminder may help.
* Will use this for large/complex project.

Donovan’s idea

* Willing to use it.
* One problem is since there is no reserve function, the seats may be taken during the commute.

## XIN HE

Graduate student of Computer Science

Just started to use Apple calendar to keep track on all the assignments

Overwhelmed by the assignments, thus is currently looking for something to help (a program that is similar to the todo list but could add more detail in each item and cross it after finish)

Sandra’s

* Simple and straightforward.
* Assuming the view slides page should let the user to view the slides directly instead of click and view them in the lightbox.

Sriya’s

* Doesn’t know why uploading files.
* Know the meaning of choosing the working assignments but doesn't know why need to do so.
* Both personal progress and overall class progress helps, but the overall is more valuable.

Marcos’

* The calendar in the first page is very useful.
* Not really intuitive at the first sight, but after few seconds on browsing all items in the page, things get clear.
* The all class progress and personal progress bar is confusing, think the number is personal progress.
* Class progress helps. This could be an intensive on moving on when you see most of the class are finished and you are still far from it.
* Couldn’t find how to add/start a new assignment.
* There should be an add button.
* The breakdown helps, so does the estimated time.
* Should guide you through each step so people would look into detail on what to do in each steps.
* The breakdown schedule page is kind of complicated, takes a while to figure out what are they.
* It’s a little too many stuffs in one page, but they are quite after knowing everything.
* The check finish is too small, so just click the next step for going to the next step, but if there is a next button will definitely use it (first method pop-up to mind).
* Think the word “my comments” is confusing, though they are comments given to others.
* Like the comment function.
* Like the reminder after logout.
* The overall flow is not so clear.

*Overall thoughts of this idea*

* Like the idea and really would like to use this product.

## Tejas Fulkar

Graduate Student IDM

Donovan’s Prototype

* Reviews were not typically useful--he already knew where he wants to study
* He likes the idea of being able to click around to find where his friends may be
* Would like to see more data visualization about internet connections (strength/ping, etc.)
* Tejas thinks that this tool would be most useful during the “crunch time” phase of procrastination--where work has to be done. This tool during this time would be highly desirable
* likes how there is no “back” button--it prevents him from going back and only searching for friends.
* He expresses concern if the location he sees would be taken during the time it would take to get from home or where he currently is to his desired location.
* Clicked on radio button instead of buttons on second page (elevator)

**Helen Carey**

Graduate Student IDM

Sandra’s Prototype

* She just wants to get to it and start her work.
* After choosing the assignment, the second screen is unnecessary; she’s already chosen her assignment
* She probably won’t need to review her slides.
* If prompted to read the physical textbook, then she’d just start with that - there wouldn’t be much need to use the site; if there were PDFs of the chapters to read, then it would be more helpful
* For the types of assignments that she gets/does, this is not a necessary function and she would never use it
  + If this tool were not for homework assignments but teaching herself how to program or something, then definitely
* Cutting of phone and internet screen - funny concept, not useful nor would it be effective.
* She did like seeing the cumulative time, though
* She thinks a progress bar would be a helpful feature
* She wouldn’t use this product in her usual studying routine

Sriya’s Prototype

* Great dashboard interface - very helpful to see all the assignments she’s working on in one place and broken up like this
* She was asked why she would upload a file? She answered that she wasn’t entirely sure.
* For the concept to learn and things to research page - she expects it to already have been provided by the professor. She doesn’t want to have to input it - they’re extra steps preventing her from starting the assignment
* She expected to be able to start the assignment after pressing go on the things to research page.
* In terms of choosing the assignments she’s currently working on - it may help to see the current projects in progress as a hideable side menu, but not as a separate page. She just wants to be able to start her work!
* The schedule page is useful, but probably more so as a side menu than as a page. She feels likes she’s spending too much time and effort planning for the assignment rather than actually doing it
* Doesn’t want to see classmates’ progress, but maybe class as a whole?
* Definitely like seeing one’s own progress.
* She thought she would be directed to a page where she could start writing her actual assignment => GREAT NEW FEATURE IDEA!!
* She would use this product if it was oriented towards learning things outside of an academic setting; similar to Lynda.com

Marcos’ Prototype

* In progress assignments are confusing; labels and the bars don’t match - thought it corresponded to class completion, not individual completion
* The how to do it page is useful only if pre-determined by the professor
* The schedule breakdown is unnecessary as a page; have it automatically added to the calendar maybe?
* Again, thought she was going to be directed to a page where she could do her actual work
* She was able to tell that the grey areas in the in-progress assignment were previous steps
* Was able to upload draft of project - she found that helpful
* “My Comments” may need revised copy - she thought it referred to comments she had made

Donovan’s Prototype

* Thinks the reviews would only be useful for the first 3 or so weeks of school
* Would probably use the reviews to choose the least popular place to study
* Feels the first two pages could be condensed into one (as a dynamic page/panel on the first page)
* Expressed concerns that all NYU community should have access to all people being surveilled
* Was not clear about login process
* Clicked radio buttons and not labels
* Felt it was a good way to organize meetings with friends/Find friends

**Leslie A Martinez**

IDM graduate student, procrastinate

Like Marcos’s best, Sriya’s last.

Sandra’s Prototype

* Easy to focus on assignments.
* Slides and videos page are confusing. She doesn’t want to click on the slides or videos.
* Easy to understand the goal.

Sriya’s Prototype

* Helpful to see the information of assignment in one page such as deadlines or the status.
* The add new assignments button uses too much space, maybe the assignments due next week should on the third list.
* The research and learning concepts pages are confusing and inconvenient
* Feeling confused of the “Choose the assignments you are currently working on” page
* Like two kinds of schedule
* Today’s task and today’s tools need to be connect together. She wants to know which tools she need to use for this task
* It’s good to see your progress bar but not so good to let other’s see your progress

Marcos’ Prototype

* Like the dashboard page very much
* Prefer the calendar connect to personal calendar
* Confused about other’s completion rate below
* Want to see progress bar and which parts have finished which parts haven’t
* Good to use different colors to show which parts haven’t done
* Comments part is distractive. Maybe just show the information like Andy shared his project or Tom gives you comments
* Prefer to arrange the assignments time by herself instead of be arranged automatically